CS

Carla Simmons

Freelance technical writer with a Bachelor of Science in computer science and over five years of experience creating clear, concise documentation for software platforms and information technology (IT) solutions. Skilled at translating complex technical concepts into user-friendly manuals and online help resources.

Location

City, State 12345

Phone

(123) 456-7890

Email

email@example.com

Website

Linkedin

Education

University of Texas, Austin
January 2016
Bachelor of Science in Computer Science

Key Skills

- Application programming interface (API) documentation
- Process improvement
- Technical editing and writing
- User manuals and guides

Professional Experience

Technical Writer, TechLink Solutions | Remote
January 2018 - Present

- Developed detailed API documentation, user guides, and release notes for 15+ software products, improving end-user comprehension and satisfaction by 25%
- Collaborate with engineers and developers to gather technical requirements and translate them into accessible content for various audiences
- Established a template system for documentation projects, reducing turnaround time by 30% while maintaining quality
- Implemented a feedback system for documentation, leading to a 20% improvement in content usability

Freelance Technical Writer, Various Clients | Remote
May 2015 - June 2017

- Created process documentation and training materials for startups and mid-sized companies, increasing operational efficiency by 15%
- Conducted interviews with subject matter experts to gather key details for white papers and case studies
- Delivered high-quality documentation for IT infrastructure projects within tight deadlines, earning repeat client contracts